

**IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE**

**In the application of : McCORMACK, Tony et al.**

**Serial No. : 10/645,438**

**Filed : 21 August 2003**

**For : Management of queues in contact centres**

**Confirmation No. : 7992**

**Examiner : CHEA, Philip J.**

**Art Unit : 2453**

**RESPONSE TO OFFICE ACTION OF SEPTEMBER 15, 2010**

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 15, 2010, the Applicants make the following amendments and remarks: